



## Setting Up Your Multi-Factor Authentication (MFA)

Log into your my.delaware identity (with your personal/home email and password).

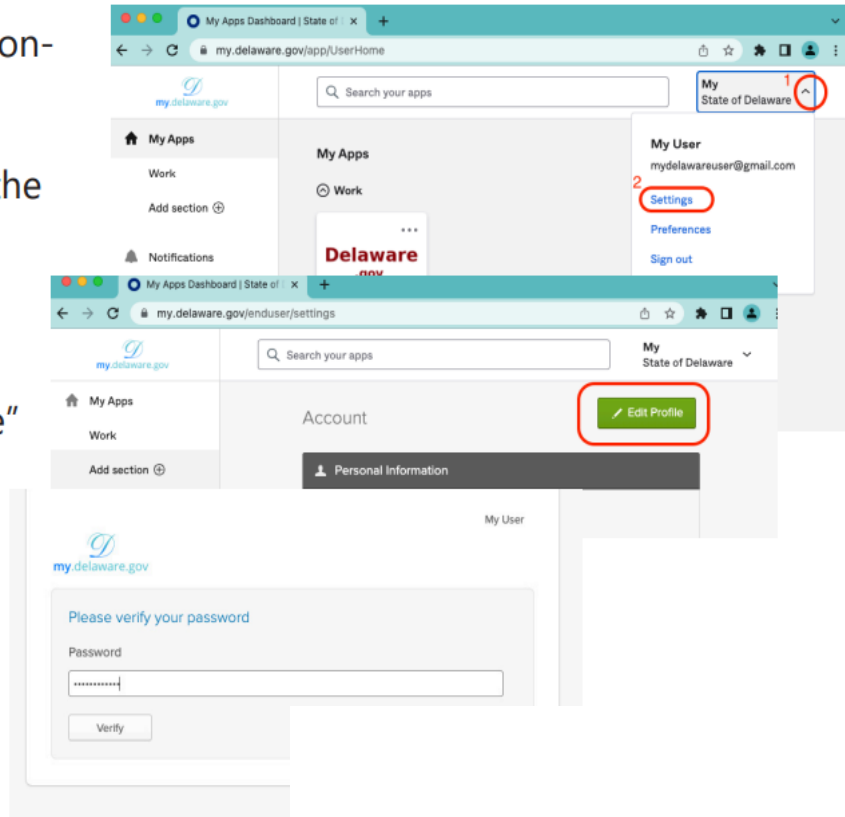
1 - Click on the small arrow next to your name, in the upper right corner of the dashboard screen,

2 - Choose "Settings" from the dropdown menu.

In the Settings window, click the green "Edit Profile" button.

You will be asked to verify your password; enter your password and click the "Verify" button.

This returns you to the Settings screen; scroll to the last section, "Extra Verification".



Click the "Set Up" button to the right of the factor you want to set up.

Choose to set up AT LEAST TWO.

## A. Setting Up SMS Authentication

If you have a text-enabled cell phone available you can set up SMS Authentication.

Clicking the "Set Up" button to the right of "SMS Authentication" launches the widget shown, where you click "Setup" again...

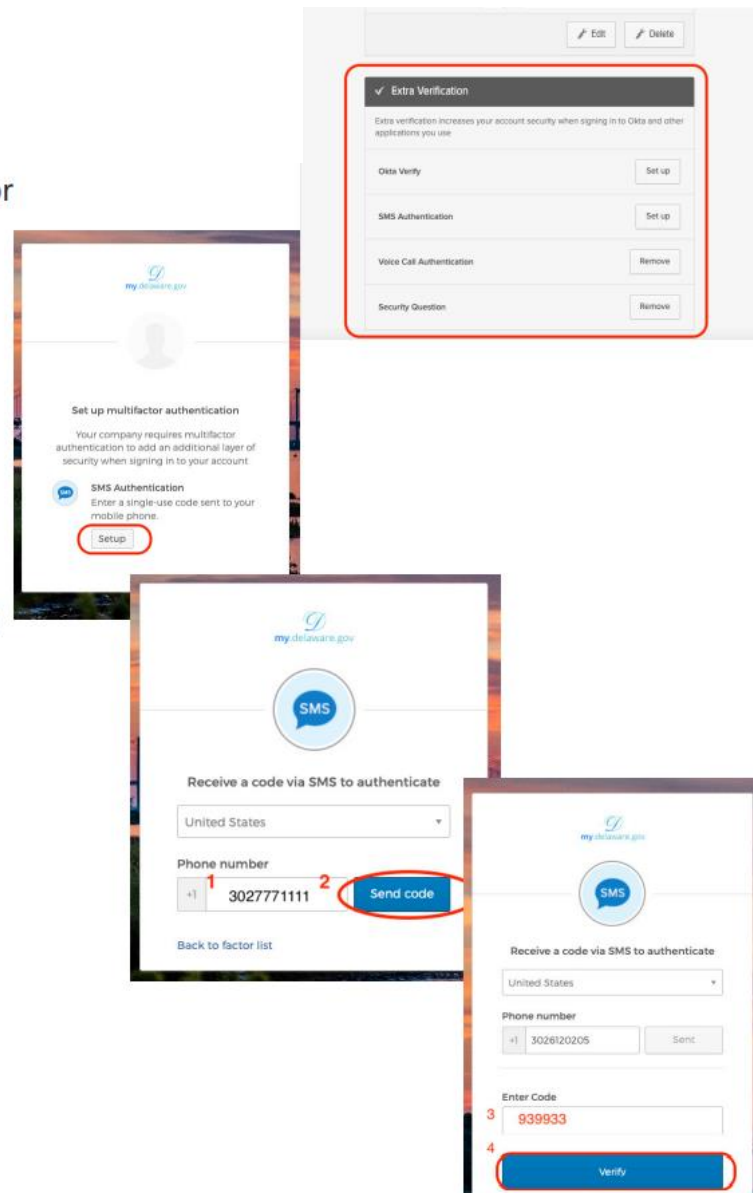
In the next screen,

1 - Enter your cell phone number--just digits.

2 - Click the "Send Code" button.  
Your cell phone will receive a text message.

3 - Enter the code you received in the text message on your cell phone.

4 - Click the "Verify" button.

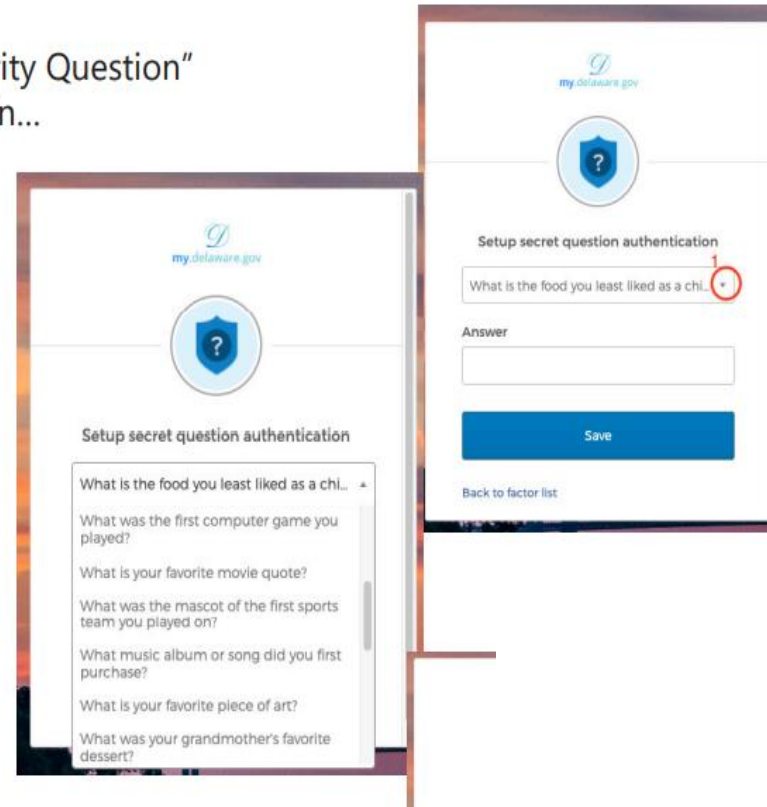


## B. Setting Up a Security Question

Clicking the "Set Up" button to the right of "Security Question" launches the widget, where you click "Setup" again...

In the next screen

- 1 – Either answer the question presented, type your answer and click "Save" OR click the down arrow to see other question choices.
- 2 - Enter your answer to your selected question and click the "Save" button.



### C. Setting Up Voice Call Authentication

Clicking the "Set Up" button to the right of "Voice Call Authentication" launches the widget., where you click "Setup" again...

And then, similar to setting up SMS,

1 – Enter the phone number of a voice line you can answer...

2 – Click the "Call" button. Your phone will ring; the computerized voice will read a code number to you (twice).

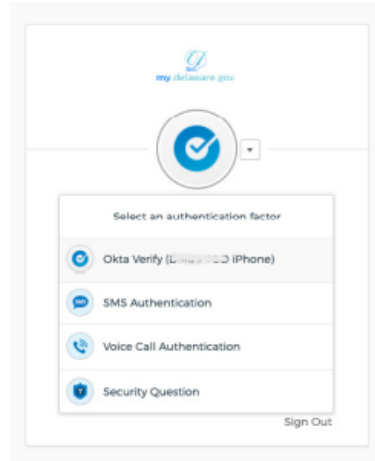
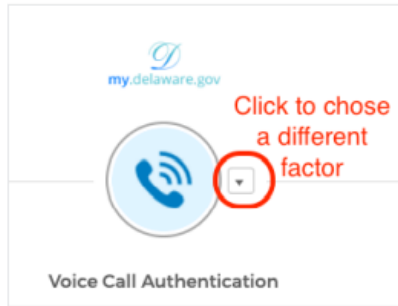
3 - Enter this code number you just received during the voice call into the box on the screen.

4 – Click the "Verify" button.

The image displays two screenshots of the my.delaware.gov voice call authentication setup process. The top screenshot shows the 'Follow phone call instructions to authenticate' screen. It features a dropdown menu for 'United States', a 'Phone number' field with '+1 3021117555', and an empty 'Extension' field. A red box highlights the 'Call' button, labeled '2'. The bottom screenshot shows the 'Voice Call Authentication' screen. It features a 'Call' button and an 'Enter Code' field with 'enter code number here'. A red box highlights the 'Verify' button, labeled '4'. A 'Sign Out' link is visible at the bottom right.

**MY.DELAWARE.GOV - MULTIFACTOR AUTHENTICATION (MFA) INSTRUCTIONS**

**NOTE:** When you are asked to authenticate, you can select among **any of the factors you ALREADY have set up.**



**IMPORTANT:** For SMS and Voice, you **MUST** click the button to get the code sent to your phone (by text or call).

